

# Privacy Notice for the Well Newham Directory of Services (hosted on the Joy platform)

## Who we are

Newham Council is registered with the Information Commissioner's Office (ICO) as a 'Data Controller' This privacy notice applies to you ('the service user') and the London Borough of Newham ('the Council'). The Council takes the privacy of your information very seriously.

## Why we collect your data

We collect your data so that we can refer you to a service you choose from the Well Newham Directory of Services with your consent.

## What data do we collect

We collect your name and contact details. We may also collect additional personal information depending on the service you are being referred to, e.g., the name of your GP practice.

## The lawful basis for processing your data

The lawful basis we use to process your data as set out in UK data protection legislation is consent.

## How we use your data

We will use your data to make a referral to a service you choose from the Well Newham Directory of Services with your consent on your behalf.

## Who we will share your data with

We will only share your data with the service provider(s) you choose from the Well Newham Directory of Services with your consent on your behalf.

## How long we will keep your data

You can delete your own self referrals at any time from within the Joy App. If data is not deleted by you, we will keep your data safe and secure for a period of 8 year(s) after you are no longer using social prescribing or you have been discharged, in line with NHS retention Schedule. After this time, it will be securely destroyed. Please note that other service providers may keep your data for different periods of time according to their own retention schedules and policies.

## How do we protect your data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

## Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out more at <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: [GDPR-dataprotection@onesource.co.uk](mailto:GDPR-dataprotection@onesource.co.uk).